



Position Description	
Job Title:	Reporting Analyst
Location:	Head Office, Lower Hutt
Reporting to:	Enablement Manager
Date:	March 2021

Purpose			
<p>The Reporting Analyst will be responsible for designing, developing, maintaining, and improving data visualisations and reports for the operations areas within SmartPayroll. The role will also manage and improve data quality. This role prepares and co-ordinates reporting providing insights, recommendations and improvement for the operations teams as well as conducting analysis for reports, presentations, and ad-hoc requests. They will assist with managing and developing SmartPayroll's customer relationship management data, systems, and processes. This role has a critical part to play in ensuring SmartPayroll has best practice customer service and operational excellence.</p>			
Organisation Structure			
Support Services Manager			
Knowledge Management Specialist	Workforce Analyst	Reporting Analyst	Quality Assurance Specialist

Result Area	Activities	KPI's
Data Visualisations and Reporting	<ul style="list-style-type: none"> • Data Extraction and consolidations from multiple sources. • Prepare, deliver and update reports to support the performance of our business to key stakeholders in a timely manner. • Conduct regular maintenance and improvements to reporting. • Working closely with key stakeholders to clearly define and understand reporting and data. • Adapt quickly and effectively to changes in departmental or strategic priorities by responding to requests for additional adhoc reporting or analytics. • Perform data reconciliation/verification of reporting. • Report Automation. 	<ul style="list-style-type: none"> • Data and reports quality / accuracy • Reduced error and escalation rates to target • Staff feedback
Data management	<ul style="list-style-type: none"> • Support, maintain and management of shared storage. 	<ul style="list-style-type: none"> • Accurate, timely and

	<ul style="list-style-type: none"> • Ensure adherence of security and ICT policies. • Understand, recommend and document customer definitions, hierarchies, rules and guidelines. • Highlight any data quality issues and work through correction process, liaising with relevant personnel. • Working with Datcom CRM partners on requirements and improvements for the SmartPayroll data warehouse and CRM. • Assist with maintaining and improving data integrity. • Identify innovative ways to improve the accuracy and completeness of customer data to ensure high deliverability with consistency across systems. 	<p>appropriate advice provided</p> <ul style="list-style-type: none"> • Data consistency, completeness and accuracy across systems
Analysis and Insights Business Improvement	<ul style="list-style-type: none"> • Develop and provide timely, accurate and insightful operational reporting / analysis to senior and operational management and a wide variety of both internal and external stakeholders. • Design, development, and provision of user-friendly dashboards, and using analytics tools to visualise data and effectively convey insights. • Analyse variations to targets and forecasts, highlighting implications and providing recommendations for improvement. • Developing metrics with managers that improve business performance and support operational excellence. 	<ul style="list-style-type: none"> • Analysis and reporting adds value and is effectively communicated • Regular reporting completed in full on time • Demonstrates efficiencies have been identified and implemented
Communication and engagement	<ul style="list-style-type: none"> • Develop and nurture relationships with key stakeholders internally such as Service Desk, Onboarding, Technical Support, Marketing and finance. • Influence other teams to improve the overall understanding of insights and performance. • Work effectively across the organisation with stakeholders. • Disseminate information in a way that is accessible, manageable and which supports the work of individuals in the organisation. • Engage and actively seeks feedback and input from others on marketing activities. • Contribute to the overall success of the business by playing an active role in the marketing team 	<ul style="list-style-type: none"> • Strong relationships developed and • Positive feedback received
Other Duties	<ul style="list-style-type: none"> • Carry out other duties as requested 	<ul style="list-style-type: none"> • Shows willingness and initiative

Experience & Qualifications

Knowledge of Call centre telephony and systems
Strong computer skills
Advanced User of Microsoft office Suite particularly Excel and VBA
Demonstrates strong verbal and numerical skills (complex calculations, data analysis and reconciliation, numerical and verbal logical reasoning)
Ability to develop strong relationships with key contacts
A tertiary qualification in business, management, statistics, or any relevant discipline.
Experience developing dashboards and working with servers desirable.
At least one years' experience working as a reporting analyst.
Strong analytical skills with the ability to analyse data and formulate actions based on data.
Previous stakeholder management experience.
Strong Database or BI systems experience.
Experience in reporting, analytical and data visualisation tools.
Highly developed problem solving and analytical skills.
Proven communication, influencing, interpersonal and report writing skills.
Change Management experience.
Programming skills desirable.
Knowledge and understanding of CRM systems would be an advantage.
Previous experience in a Contact Centre environment desirable
Previous experience in usage of SQL and SharePoint desirable
Project management experience desirable.
Experience in conducting segmentation, customer profiling and behavioural monitoring desirable.

Key Competencies

Positive approach – can-do attitude. Energetic and motivating individual.
Customer experience champion, always looking for ways to do better.
Confidently negotiates and influences.
High level of accuracy and attention to detail.
Results oriented – takes the time to find the win-win in every situation.
Organiser and organised – efficient time management skills.
Strong decision-making skills.
Adaptability to change (as well as being a change agent) and ability to thrive in a constantly changing environment.
Proactive – demonstrates strong initiative & comfortable with high level of autonomy.
Creative thinker.